CRITERIA HAVING FINDINGS OR OBSERVATIONS SUPPLEMENT TO THE FY 2002 ACSEP REPORT

Prepared by Aircraft Certification Service

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INTRODUCTION

The following tables provide the specific criteria data collected during FY 2002 ACSEP evaluations conducted at production approval holders. Tables 1 through 4 present data from all approval types combined. The remainder of the tables present data for the particular approval type specified.

Table 1. – Systemic Findings

Table 1. – Systemic Findings					
Criteria	Description	Number of Systemic Findings	Percent of Total Systemic Findings	Percent with Procedures in Place	
4P9	Completed product/part identification	21	6%	11%	
5Q3	Accord with process specifications	19	5%	14%	
4P4	Work instructions control manufacturing processes	14	4%	8%	
11Q1	Control of nonconforming products	13	4%	7%	
10Q1	Initial & periodic evaluation of suppliers	11	3%	6%	
12Q5	Identification of age control products	11	3%	7%	
4Q5	Inspection records	10	3%	5%	
15M1	Internal auditing program	9	3%	5%	
4Q1	Inspection methods and plans	9	3%	5%	
4M1	Operation within production limitations	8	2%	4%	
11Q2	Permanent identification of scrap material	8	2%	4%	
4Q12	Completion of all inspections and tests	7	2%	4%	
10Q10	Receiving inspection	7	2%	3%	
2E7	Design/Technical data document control	7	2%	4%	
2C1	Minor design change approval	6	2%	3%	
10Q5	Flowdown of technical and quality requirements	6	2%	4%	
10Q2	Use of approved suppliers	5	1%	3%	
7Q1	Approval/inspection of tools and gauges	5	1%	3%	
4Q3	Issuance of inspection stamps	5	1%	3%	
2C4	Data submittal for TSO minor design change approval	5	1%	8%	
2C2	Major Design Change Approval	5	1%	3%	

Criteria	Description	Number of Systemic Findings	Percent of Total Systemic Findings	Percent with Procedures in Place
5E1	All special processes in use identified	5	1%	4%
4P3	Work instructions reflect tech data	5	1%	3%
4E1	Accord with FAA- approved design data	5	1%	3%
12Q1	Prevention of part damage/contamination	5	1%	3%
1Q4	Quality Manual	4	1%	2%
8E1	Test procedures/instructions established	4	1%	3%
7Q2	Instructions for acceptance tooling	4	1%	2%
5Q2	Required qualifications/approvals	4	1%	3%
4P2	Work instructions prepared	4	1%	2%
12Q3	Storage of conforming parts	4	1%	2%
11Q4	Material review record generated	4	1%	2%
11Q3	MRB established and operational	3	1%	2%
2E2	Drawing control system	3	1%	2%
7Q4	Traceability to national/international standards	3	1%	2%
7Q14	Identification of gauges	3	1%	2%
2E9	Technical data file	3	1%	2%
12Q8	Conforming products packaged and shipped	3	1%	2%
10Q4	Control of buyer- furnished material	3	1%	3%
2E1	Design change approval	2	1%	1%
2E8	Major/minor design changes	2 2	1%	1%
2E6	Storage of design documents	2	1%	1%
7Q3	Tool & Gauge recall system	2	1%	1%
7Q12	Calibration records	2	1%	1%

Criteria	Description	Number of Systemic Findings	Percent of Total Systemic Findings	Percent with Procedures in Place
1Q5	Tags, forms, etc. described	2	1%	1%
9Q14	Critical penetrant parameters identified	2	1%	2%
9Q1	Operator qualification	2	1%	2%
7Q18	Action on product measured by SOT gauge	2	1%	2%
7Q16	Inaccurate tools and gauges identified	2	1%	1%
5Q4	Records maintained	2 2	1%	2%
5Q1	Equipment available and calibrated	2	1%	2%
4Q2	Location of inspection stations	2	1%	2%
4P5	Work instruction revision approval	2	1%	1%
1Q3	Quality Assurance staff qualifications	2	1%	2%
14C1	Failure reporting	2	1%	1%
12Q4	Segregation of products in storage	2	1%	1%
12Q2	Special environmental control	2	1%	1%
11Q6	Corrective action required	2	1%	1%
10Q9	Verification of shelf-life materials	2	1%	1%
10Q8	Verification of raw material	2	1%	1%
10Q12	Records of receiving inspection	2	1%	1%
10C1	Delegation of major inspection authority	2	1%	3%
6Q1	Statistical sampling inspection plans	1	0%	1%
1M5	Policy document review	1	0%	1%
9E2	Control of NDI processes and changes	1	0%	1%
7Q7	Accuracy of inspection & test equipment	1	0%	1%
7Q6	Calibration and use in acceptable environment	1	0%	1%

Criteria	Description	Number of Systemic Findings	Percent of Total Systemic Findings	Percent with Procedures in Place
4P7	Identification/control of partially accepted parts	1	0%	1%
4P6	Familiarity with specifications	1	0%	1%
3BE1	Software Configuration Management Plan	1	0%	1%
3AE1	Software Configuration Management Plan	1	0%	1%
2E3	Technical data change approval	1	0%	1%
1Q6	Record retention schedule	1	0%	0%
9Q9	Records of compliance	1	0%	1%
9Q8	Acceptance/rejection criteria provided	1	0%	1%
8Q1	QA review of test instructions	1	0%	1%
8E3	Approved flight checkoff form	1	0%	3%
8E2	Control of test procedure/instruction change	1	0%	1%
7Q15	Care of tool and gauges	1	0%	1%
7Q11	Control of production tooling	1	0%	1%
6Q6	Training in SPC techniques	1	0%	1%
6Q2	Training in sampling techniques	1	0%	1%
5Q5	Action on process out of control	1	0%	1%
4Q9	Traceability to raw material	1	0%	1%
4Q10	Inspection marking	1	0%	1%
4P10	Aircraft marking	1	0%	4%
3BQ2	Build and load instructions	1	0%	1%
3BQ1	Verification prior to use	1	0%	1%
3BE4	Software security	1	0%	1%
3BE2	Change documentation and approval	1	0%	1%
3AE4	Recall/purge of obsolete software	1	0%	1%

Criteria	Description	Number of Systemic Findings	Percent of Total Systemic Findings	Percent with Procedures in Place
2S3	AD/safety-related design changes to users	1	0%	1%
2Q1	QA review of design/technical data changes	1	0%	1%
2C3	Distribution of Inst. for Continued Airworthiness approval	1	0%	1%
1S3	Service/Product Support staff qualifications	1	0%	1%
1Q1	Quality organization described	1	0%	1%
17Q6	Completion of all requirements	1	0%	1%
17Q3	Work in accordance with Part 43 requirements	1	0%	1%
16Q5	Documents to importing country	1	0%	1%
14C3	Submittal of quality system data changes	1	0%	1%
13Q1	Log books	1	0%	3%
12Q7	Control of product removal/issuance	1	0%	1%
11E1	Engineering review for major/minor changes	1	0%	1%
10Q7	Action on problem notification	1	0%	1%
10Q6	Quality Assurance review of purchase documents	1	0%	1%
10Q3	Approval of supplier quality manual	1	0%	1%

Table 2. – Systemic Observations

a		ystemic Observat		D (1)
Criteria	Description	Number of Systemic Observations	Percent of Total Systemic Observations	Percent with Procedures in Place
10Q1	Initial and periodic evaluation of suppliers	11	11%	6%
10Q2	Use of approved suppliers	8	8%	4%
7Q1	Approval/inspection of tools & gauges	6	6%	3%
2E1	Design change approval	6	6%	3%
4P4	Work instructions control manufacturing processes	5	5%	3%
11Q1	Control of nonconforming products	3	3%	2%
15M1	Internal auditing program	3	3%	2%
11Q3	MRB established and operational	3	3%	2%
4P9	Completed product/part identification	2	2%	1%
4Q12	Completion of all inspections and tests	2	2%	1%
4Q3	Issuance of inspection stamps	2	2%	1%
1Q4	Quality Manual	2	2%	1%
2E8	Major/minor design changes	2	2%	1%
2E6	Storage of design documents	2	2%	1%
6Q1	Statistical sampling inspection plans	2	2%	2%
1M5	Policy document review	2	2%	1%
7Q9	Control of special processing equipment	2	2%	2%
12Q5	Identification of age control products	1	1%	1%
4Q1	Inspection methods and plans	1	1%	1%
10Q10	Records of receiving inspection	1	1%	0%
2C1	Minor design change approval	1	1%	1%

Criteria	Description	Number of Systemic Observations	Percent of Total Systemic Observations	Percent with Procedures in Place
2C4	Data submittal for TSO minor design change approval	1	1%	2%
2C2	Major Design Change Approval	1	1%	1%
8E1	Test procedures/instructions established	1	1%	1%
7Q2	Instructions for acceptance tooling	1	1%	1%
5Q2	Required qualifications/approvals	1	1%	1%
4P2	Work instructions prepared	1	1%	1%
12Q3	Storage of conforming parts	1	1%	1%
2E2	Drawing control system	1	1%	1%
7Q3	Tool and gauge recall system	1	1%	1%
7Q12	Calibration records	1	1%	1%
1Q5	Tags, forms, etc. described	1	1%	1%
9E2	Control of NDI processes and changes	1	1%	1%
7Q7	Accuracy of inspection & test equipment	1	1%	1%
7Q6	Calibration and use in acceptable environment	1	1%	1%
4P7	Identification/control of partially accepted parts	1	1%	1%
4P6	Familiarity with specifications	1	1%	1%
3BE1	Software Configuration Management Plan	1	1%	1%
3AE1	Software Configuration Management Plan	1	1%	1%
2E3	Technical data change approval	1	1%	1%
1Q6	Record retention schedule	1	1%	0%
9Q6	Identification of known-defect samples	1	1%	1%

Criteria	Description	Number of Systemic Observations	Percent of Total Systemic Observations	Percent with Procedures in Place
9Q3	NDI procedures/specifications available and used	1	1%	1%
9Q11	Critical radiographic parameters identified	1	1%	2%
6Q10	Corrective action	1	1%	1%
4Q6	Cleaners, solvents, etc. identified	1	1%	1%
4P1	Change approval	1	1%	1%
2S1	Service/Product support review of design changes	1	1%	1%
2E4	AD incorporation into design	1	1%	1%
15M2	Feedback to higher-level management	1	1%	1%

Table 3. – Isolated Observations

Criteria		Number of	Percent of	Percent
Criteria	Description	Isolated Observations	Total Isolated Observations	with Procedures in Place
10Q1	Initial and periodic evaluation of suppliers	6	4%	3%
7Q1	Approval/inspections of tools & gauges	5	4%	3%
10Q2	Use of approved suppliers	5	4%	3%
4P9	Completed product/part identification	4	3%	2%
11Q2	Permanent identification of scrap material	4	3%	2%
11Q1	Control of nonconforming products	4	3%	2%
8E2	Control of test procedure/instruction changes	3	2%	2%
7Q3	Tool and gauge recall system	3	2%	2%
7Q14	Identification of gauges	3	2%	2%
7Q11	Control of production tooling	3	2%	2%
5Q4	Records maintained	3	2%	2%
4P4	Work instructions control manufacturing processes	3	2%	2%
4P2	Work instructions prepared	3	2%	2%
2E7	Design/Technical data document control	3	2%	2%
2E2	Drawing control system	3	2%	2%
15M2	Feed-back to higher level management	3	2%	2%
15M1	Internal auditing program	3	2%	2%
10Q10	Records of receiving inspection	3 3	2%	1%
7Q4	Traceability to national/international standards	2	1%	1%
7Q16	Inaccurate tools & gauges identified	2	1%	1%
5Q3	Accord with process specifications	2	1%	1%

Criteria	Description	Number of Isolated Observations	Percent of Total Isolated Observations	Percent with Procedures in Place
4Q9	Traceability of raw material	2	1%	1%
4Q6	Policies/ procedures availability	2	1%	1%
4Q1	Inspection methods and plans	2	1%	1%
4P1	Change approval	2	1%	1%
4E1	Accord with FAA- approved design data	2	1%	1%
3AE5	Software security	2	1%	2%
2E1	Design change approval	2	1%	1%
2C4	Data submittal for TSO minor changes	2	1%	3%
1Q4	Quality Manual	2	1%	1%
13E1	AD incorporation	2	1%	2%
12Q5	Identification of age control products	2	1%	1%
12Q4	Segregation of products in storage	2	1%	1%
12Q3	Storage of conforming parts	2	1%	1%
12Q2	Special environmental controls	2	1%	1%
11Q4	Material review record generated	2	1%	1%
11Q3	MRB established and operational	2	1%	1%
10Q12	Records of receiving inspection	2	1%	1%
9Q9	Records of compliance	1	1%	1%
9Q4	Tanks and solutions checked	1	1%	1%
7Q9	Control of special processing equipment	1	1%	1%
7Q6	Calibration and use in acceptable environment	1	1%	1%
7Q15	Care of tools & gauges	1	1%	1%
6Q2	Training in sampling techniques	1	1%	1%
6Q1	Statistical sampling inspection plans	1	1%	1%

Criteria	Description	Number of Isolated Observations	Percent of Total Isolated Observations	Percent with Procedures in Place
5Q2	Required qualifications/approvals	1	1%	1%
5Q1	Equipment available and calibrated	1	1%	1%
4Q5	Inspection records	1	1%	0%
4Q3	Issuance of inspection stamps	1	1%	1%
4Q12	Completion of all inspections and tests	1	1%	1%
4Q10	Inspection marking	1	1%	1%
4P7	Identification/control of partially accepted parts	1	1%	1%
4P6	Identification/control of partially accepted parts	1	1%	1%
4P5	Work instruction revision approval	1	1%	1%
4P3	Work instructions reflect tech data	1	1%	1%
3BE4	Software security	1	1%	1%
2Q1	QA review of design/technical data changes	1	1%	1%
2C1	Minor design change approval	1	1%	1%
1Q5	Tags, forms, etc. described	1	1%	1%
1Q3	Quality Assurance staff qualifications	1	1%	1%
1M6	Policy/procedures availability	1	1%	1%
1M4	FAA designee authority	1	1%	1%
14C4	Relocation of manufacturing facility	1	1%	1%
14C1	Failure reporting	1	1%	1%
12Q1	Prevention of part damage/contamination	1	1%	1%
11Q7	Corrective action monitored	1	1%	1%
10Q9	Verification of shelf-life materials	1	1%	1%
10Q5	Flow down of technical and quality requirements	1	1%	1%

Table 4. – CFR-Based Observations

Table 4. – CFR-Based Observations					
Criteria	Description	Number of CFR-Based Observations	Percent of Total CFR- Based Observations	Percent with Procedures in Place	
4Q2	Location of inspection stations	4	10%	3%	
4P9	Completed product/part identification	3	8%	2%	
10Q8	Verification of raw material	3	8%	2%	
6Q1	Statistical sampling inspection plans	2	5%	2%	
2E8	Major/minor design changes	2	5%	1%	
1Q6	Record retention schedule	2	5%	1%	
1Q4	Quality Manual	2	5%	1%	
8C1	Approval of flight test procedures	1	3%	3%	
7Q16	Inaccurate tools & gauges identified	1	3%	1%	
5Q3	Accord with process specifications	1	3%	1%	
4Q1	Inspection methods and plans	1	3%	1%	
4P1	Change approval	1	3%	1%	
4E1	Accord with FAA- approved design data	1	3%	1%	
3AE2	Configuration Index Document	1	3%	1%	
2E9	Technical data file	1	3%	1%	
2E7	Design/Technical data document control	1	3%	1%	
2E2	Drawing control system	1	3%	1%	
2E1	Design change approval	1	3%	1%	
2C3	Distribution of Inst. for Continued Airworthiness approval	1	3%	1%	
2C1	Minor design change approval	1	3%	1%	
1Q5	Tags, forms, etc. described	1	3%	1%	
1M2	Organizations described	1	3%	1%	
15M1	Internal auditing program	1	3%	1%	

Criteria	Description	Number of CFR-Based	Percent of Total CFR-	Percent with
		Observations	Based	Procedures
			Observations	in Place
14C3	Submittal of quality	1	3%	1%
	system data changes			
13E1	AD incorporation	1	3%	1%
12Q6	Incorporation of design	1	3%	1%
	changes			
11Q1	Control of	1	3%	1%
	nonconforming products			
11C1	Major changes approved	1	3%	1%

Table 5. – Systemic Findings at TSO Facilities

Table 5. – Systemic Findings at TSO Facilities				
Criteria	Description	Number of	Percent of TSO	Percent with
		Systemic	Systemic	Procedures in
470		Findings	Findings	Place
4P9	Completed product/part identified	9	6%	8%
4Q5	Inspection records	7	4%	6%
12Q5	Identification of age	7	4%	8%
12Q3	control products	,	470	070
5Q3	Accord with process	6	4%	8%
2 42	specifications		.,,	0,0
4P4	Work instructions control	6	4%	6%
	manufacturing processes		.,,	0,0
15M1	Internal auditing program	6	4%	6%
11Q2	Permanent identification	6	4%	6%
	of scrap material			
2C4	Data submittal for TSO	5	3%	100%
	minor changes			
10Q2	Use of approved	5	3%	5%
	suppliers			
4Q3	Issuance of inspection	4	3%	4%
	stamps			
4P3	Work instructions reflect	4	3%	4%
	tech data			
4M1	Operation within	4	3%	4%
	production limitations			
10Q10	Receiving inspection	4	3%	3%
10Q1	Initial and periodic	4	3%	4%
	evaluation of suppliers			
5E1	All special processes in	3	2%	4%
	use identified			
4P2	Work instructions	3	2%	3%
	prepared			
1Q4	Quality Manual	3	2%	3%
10Q5	Flow down of technical	3	2%	3%
	and quality requirements		10/	
8E1	Test procedures/	2	1%	3%
7010	instructions established		10/	40.7
7Q18	Action on product	2	1%	4%
504	measured by SOT gauge	2	10/	20/
5Q4	Records maintained	2	1%	3%
2E9	Technical data file	2	1%	2%
2E6	Storage of design	2	1%	2%
251	documents	2	10/	20/
2E1	Design change approval	2	1%	2%

Criteria	Description	Number of Systemic	Percent of TSO Systemic	Percent with Procedures in
		Findings	Findings	Place
1Q3	Quality Assurance staff qualifications	2	1%	3%
12Q8	Conforming products packaged and shipped	2	1%	2%
12Q3	Storage of conforming parts	2	1%	2%
11Q4	Material review record generated	2	1%	2%
11Q3	MRB established and operational	2	1%	2%
11Q1	Control of nonconforming products	2	1%	2%
10Q4	Control of buyer- furnished material	2	1%	4%
10C1	Delegation of major inspection authority	2	1%	7%
9E2	Control of NDI process and changes	1	1%	2%
8Q1	QA review of test instructions	1	1%	1%
8E2	Control of test procedure/instruction changes	1	1%	1%
7Q6	Calibration and use in acceptable environment	1	1%	1%
7Q4	Traceability to national/international standards	1	1%	1%
7Q3	Tool & gauge recall system	1	1%	1%
7Q2	Instructions for acceptance tooling	1	1%	1%
7Q16	Inaccurate tools & gauges identified	1	1%	1%
7Q15	Care of tools & gauges	1	1%	1%
7Q14	Identification of gauges	1	1%	1%
7Q12	Calibration records	1	1%	1%
7Q1	Approval/inspections of tools & gauges	1	1%	1%
5Q5	Action on process out of control	1	1%	2%
5Q2	Required qualifications/approvals	1	1%	2%

Criteria	Description	Number of	Percent of TSO	Percent with
		Systemic	Systemic	Procedures in
		Findings	Findings	Place
5Q1	Equipment available and calibrated	1	1%	2%
4Q9	Traceability of raw	1	1%	1%
	material			
4Q2	Location of inspection	1	1%	2%
	stations			
4Q12	Completion of all	1	1%	1%
	inspections and tests			
4Q1	Inspection methods and	1	1%	1%
	plans			
4P6	Familiarity with	1	1%	1%
	specifications			
4E1	Accord with FAA-	1	1%	1%
	approved design data			
3AE4	Recall/purge of obsolete	1	1%	3%
	software			
2Q1	QA review of	1	1%	1%
	design/technical data			
	changes			
2E7	Design/Technical data	1	1%	1%
	document control			
2E2	Drawing control system	1	1%	1%
2C1	Minor design change	1	1%	1%
	approval			
1S3	Service/Product Support	1	1%	2%
	staff qualifications			
1Q5	Tags, forms, etc.	1	1%	1%
	described			
1M5	Policy document review	1	1%	1%
17Q6	Completion of all	1	1%	3%
	requirements			
17Q3	Work in accordance with	1	1%	2%
	Part 43 requirements			
16Q5	Documents to importing	1	1%	2%
	country			
14C1	Failure reporting	1	1%	1%
12Q7	Control of product	1	1%	1%
450:	removal/issuance		10.	10.1
12Q4	Segregation of products	1	1%	1%
	in storage		10.	10.1
11Q6	Corrective action	1	1%	1%
	required			

Criteria	Description	Number of Systemic Findings	Percent of TSO Systemic Findings	Percent with Procedures in Place
11E1	Engineering review of major/minor changes	1	1%	1%
10Q9	Verification of shelf-life materials	1	1%	1%
10Q8	Verification of raw material	1	1%	1%
10Q7	Action on problem notification	1	1%	1%
10Q3	Approval of supplier quality manual	1	1%	2%
10Q12	Records of receiving inspection	1	1%	1%

Table 6. – Systemic Observations at TSO Facilities

Criteria	Description	Number of	Percent of	Percent
G110011W	2 0001261011	Systemic	TSO Systemic	with
		Observations	Observations	Procedures
		0 2 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	0 0 0 0 1 Y W 1 0 1 1 0	in Place
11Q1	Control of	3	13%	3%
	nonconforming products			
10Q1	Initial and periodic	3	13%	3%
	evaluation of suppliers			
7Q1	Approval/inspections of	2	9%	2%
	tools & gauges			
4P4	Work instructions control	2	9%	2%
	manufacturing processes			
10Q2	Use of approved	2	9%	2%
	suppliers			
9Q6	Identification of known-	1	4%	2%
	defect samples			
9E2	Control of NDI process	1	4%	2%
	and changes			
8E1	Test procedures/	1	4%	1%
	instructions established			
5Q2	Required	1	4%	2%
	qualifications/approvals			
2S1	Service/Product support	1	4%	2%
	review of design changes			
2E8	Major/minor design	1	4%	1%
	changes			
2C4	Data submittal for TSO	1	4%	33%
	minor changes			
2C1	Minor design change	1	4%	1%
10.1	approval		40.7	10/
1Q4	Quality Manual	1	4%	1%
15M1	Internal auditing program	1	4%	1%
12Q3	Storage of conforming	1	4%	1%
	parts			

Table 7. – Isolated Observation at TSO Facilities

Table 7. – Isolated Observation at TSO Facilities				
Criteria	Description	Number of Isolated Observations	Percent of TSO Isolated Observations	Percent with Procedures in Place
7Q3	Tool & gauge recall system	2	5%	2%
5Q4	Records maintained	2	5%	3%
2E7	Design/Technical data document control	2	5%	2%
12Q2	Special environmental controls	2	5%	3%
11Q3	Approval of supplier quality manual	2	5%	2%
10Q12	Records of receiving inspection	2	5%	2%
10Q1	Initial and periodic evaluation of suppliers	2	5%	2%
8E2	Control of test procedure/instruction change	1	3%	1%
7Q1	Approval/inspections of tools & gauges	1	3%	1%
6Q1	Statistical sampling inspection plans	1	3%	2%
5Q3	Accord with process specifications	1	3%	1%
4Q6	Policies/ procedures availability	1	3%	1%
4Q3	Issuance of inspection stamps	1	3%	1%
4P9	Completed product/part identification	1	3%	1%
4P4	Work instructions control manufacturing processes	1	3%	1%
4P1	Change approval	1	3%	1%
4E1	Accord with FAA- approved design data	1	3%	1%
3AE5	Software security	1	3%	3%
2Q1	QA review of design/technical data changes	1	3%	1%
2E2	Drawing control system	1	3%	1%
2E1	Design change approval	1	3%	1%
2C4	Data submittal for TSO minor design change approval	1	3%	33%

Criteria	Description	Number of Isolated Observations	Percent of TSO Isolated Observations	Percent with Procedures in Place
1Q5	Tags, forms, etc. described	1	3%	1%
1Q3	Quality Assurance staff qualifications	1	3%	1%
15M1	Internal auditing program	1	3%	1%
14C1	Failure reporting	1	3%	1%
12Q5	Identification of age control products	1	3%	1%
12Q4	Segregation of products in storage	1	3%	1%
12Q3	Storage of conforming parts	1	3%	1%
12Q1	Prevention of part damage/contamination	1	3%	1%
10Q9	Verification of shelf-life materials	1	3%	1%
10Q5	Flow down of technical and quality requirements	1	3%	1%

Table 8. – CFR-Based Observations at TSO Facilities

Criteria	Description	Number of	Percent of	Percent
		CFR-Based	TSO CFR-	with
		Observations	Based	Procedures
			Observations	in Place
4Q2	Location of inspection stations	4	19%	7%
4P9	Completed product/part identification	2	10%	2%
1Q6	Record retention schedule	2	10%	2%
1Q4	Quality Manual	2	10%	2%
7Q16	Inaccurate tools & gauges identified	1	5%	1%
6Q1	Statistical sampling inspection plans	1	5%	2%
4P1	Change approval	1	5%	1%
3AE2	Configuration Index Document	1	5%	3%
2E9	Technical data file	1	5%	1%
2E7	Design/Technical data document control	1	5%	1%
2C3	Distribution of Inst. for Continued Airworthiness approval	1	5%	2%
1Q5	Tags, forms, etc. described	1	5%	1%
1M2	Organizations described	1	5%	1%
13E1	AD incorporation	1	5%	1%
10Q8	Verification of raw material	1	5%	1%

Table 9. – Systemic Findings at PC Facilities

G */	Table 9. – Systems			D (
Criteria	Description	Number of Systemic Findings	Percent of PC Systemic Findings	Percent with Procedures in Place
4P4	Work instructions control	7	9%	35%
	manufacturing processes			
5Q3	Drawing control system	4	5%	24%
12Q1	Prevention of part	4	5%	21%
	damage/contamination			
15M1	Internal auditing program	3	4%	16%
11Q1	Control of	3	4%	14%
	nonconforming products			
10Q1	Initial and periodic	3	4%	18%
	evaluation of suppliers			
9Q14	Critical penetrant	2	3%	13%
	parameters identified			
9Q1	Operator qualification	2	3%	12%
4Q1	Inspection methods and plans	2	3%	10%
4P5	Work instruction revision approval	2	3%	11%
4E1	Accord with FAA- approved design data	2	3%	10%
12Q5	Identification of age control products	2	3%	10%
9Q9	Records of compliance	1	1%	6%
9Q8	Acceptance/rejection criteria provided	1	1%	6%
8E3	Approved flight checkoff form	1	1%	8%
8E1	Test procedures/ instructions established	1	1%	5%
7Q4	Traceability to national/international standards	1	1%	5%
7Q2	Instructions for acceptance tooling	1	1%	5%
7Q16	Inaccurate tools & gauges identified	1	1%	5%
7Q14	Identification of gauges	1	1%	5%
7Q1	Approval/inspection of tools & gauges	1	1%	5%
6Q1	Statistical sampling inspection plans	1	1%	6%

Criteria	Description	Number of Systemic Findings	Percent of PC Systemic Findings	Percent with Procedures in Place
5Q2	Required	1	1%	6%
	qualifications/approvals			
4Q5	Inspection records	1	1%	5%
4Q2	Location of inspection stations	1	1%	5%
4Q12	Completion of all inspections and tests	1	1%	5%
4P9	Completed product/part identification	1	1%	5%
4P7	Identification/control of partially accepted parts	1	1%	5%
4P2	Work instructions prepared	1	1%	5%
4P10	Aircraft marking	1	1%	8%
3BQ2	Build and load instructions	1	1%	6%
3BQ1	Verification prior to use	1	1%	6%
3BE4	Software security	1	1%	6%
3BE2	Change documentation and approval	1	1%	8%
3BE1	Software Configuration Management Plan	1	1%	6%
2S3	AD/safety-related design changes to users	1	1%	8%
2E8	Major/minor design changes	1	1%	6%
2E7	Design/Technical data document control	1	1%	5%
2E2	Drawing control system	1	1%	5%
2E1	Design change approval	1	1%	5%
2C3	Distribution of Inst. for Continued Airworthiness approval	1	1%	9%
14C3	Submittal of quality system data changes	1	1%	6%
14C1	Failure reporting	1	1%	6%
12Q2	Special environmental controls	1	1%	5%
11Q4	Material review board generated	1	1%	5%
10Q9	Verification of shelf-life materials	1	1%	6%

Criteria	Description	Number of Systemic Findings	Percent of PC Systemic Findings	Percent with Procedures in Place
10Q5	Flowdown of technical and quality requirements	1	1%	6%
10Q4	Control of buyer- furnished material	1	1%	8%
10Q12	Records of receiving inspection	1	1%	5%
10Q10	Receiving inspection	1	1%	6%

Table 10. – Systemic Observations at PC Facilities

Criteria	Description	Number of	Percent of PC	Percent of
		Systemic	Systemic	PC
		Observations	Observations	Facilities
2E6	Storage of design	2	18%	11%
	documents			
9Q11	Critical radiographic	1	9%	8%
	parameters identified			
7Q1	Approval/inspection of	1	9%	5%
	tools & gauges			
6Q10	Corrective action	1	9%	8%
4Q3	Issuance of inspection	1	9%	5%
	stamps			
4P2	Work instructions	1	9%	5%
	prepared			
3BE1	Software Configuration	1	9%	6%
	Management Plan			
2E1	Design change approval	1	9%	5%
2C2	Major Design Change	1	9%	6%
	Approval			
12Q5	Identification of age	1	9%	5%
	control products			

Table 11. – Isolated Observation at PC Facilities

Description	C	Table 11. – Isolated Observation at PC Facilities					
15M1 Internal auditing program 2 6% 11% 11Q2 Control of 2 6% 10% nonconforming products 2 6% 10% nonconforming products 10Q2 Use of approved 2 6% 12% suppliers 7Q6 Calibration and use in acceptable environment 7Q11 Control of production 1 3% 5% tooling 5% 5% 5Q4 Records maintained 1 3% 6% 5Q3 Drawing control system 1 3% 6% 5Q1 Equipment available and calibrated 4Q6 Policies/ procedures 1 3% 5% 4Q12 Completion of all inspections and tests 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of partially accepted parts 4P5 Work instructions control manufacturing process 4P2 Work instructions 1 3% 5% 100 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5% 100 1 3% 5%	Criteria	Description			Procedures		
11Q2	7Q1		2	6%	10%		
11Q2	15M1	Internal auditing program	2	6%	11%		
10Q2 Use of approved 2 6% 12%	11Q2	Control of	2	6%	10%		
Suppliers Suppliers TQ6 Calibration and use in acceptable environment 1 3% 5%	11Q1		2	6%	10%		
Control of production tooling Control of partially accepted parts Control of partially accepted parts Control of partially accepted parts Control of prepared Control of control of partially accepted parts Control of control control of control of control of control of control control of control control of control	10Q2	Use of approved	2	6%	12%		
tooling 1 3% 8%	7Q6		1	3%	5%		
5Q4 Records maintained 1 3% 6% 5Q3 Drawing control system 1 3% 6% 5Q2 Required qualifications/approvals 1 3% 6% 5Q1 Equipment available and calibrated 1 3% 6% 4Q6 Policies/ procedures availability 1 3% 5% 4Q12 Completion of all inspection and tests 1 3% 5% 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of partially accepted parts 1 3% 5% 4P6 Familiarity with specifications 1 3% 5% 4P5 Work instruction revision approval 1 3% 5% 4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions process 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 5%<	7Q11	tooling	1	3%	5%		
5Q3 Drawing control system 1 3% 6% 5Q2 Required qualifications/approvals 1 3% 6% 5Q1 Equipment available and calibrated 1 3% 6% 4Q6 Policies/ procedures availability 1 3% 5% 4Q12 Completion of all inspections and tests 1 3% 5% 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of partially accepted parts 1 3% 5% 4P6 Familiarity with specifications 1 3% 5% 4P5 Work instruction revision approval 1 3% 5% 4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 5% 2E2 Drawing control system 1 3% <	6Q2		1	3%	8%		
5Q3 Drawing control system 1 3% 6% 5Q2 Required qualifications/approvals 1 3% 6% 5Q1 Equipment available and calibrated 1 3% 6% 4Q6 Policies/ procedures availability 1 3% 5% 4Q12 Completion of all inspections and tests 1 3% 5% 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of partially accepted parts 1 3% 5% 4P6 Familiarity with specifications 1 3% 5% 4P5 Work instruction revision approval 1 3% 5% 4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 5% 2E2 Drawing control system 1 3% <	5Q4	Records maintained	1	3%	6%		
5Q2 Required qualifications/approvals 1 3% 6% 5Q1 Equipment available and calibrated 1 3% 6% 4Q6 Policies/ procedures availability 1 3% 5% 4Q12 Completion of all inspections and tests 1 3% 5% 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of partially accepted parts 1 3% 5% 4P6 Familiarity with specifications 1 3% 5% 4P5 Work instruction revision approval 1 3% 5% 4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 5% 2E2 Drawing control system 1 3% 5%		1	1	3%	6%		
calibrated 4Q6 Policies/ procedures availability 1 3% 5% 4Q12 Completion of all inspections and tests 1 3% 5% 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of partially accepted parts 1 3% 5% 4P6 Familiarity with specifications 1 3% 5% 4P5 Work instruction revision approval 1 3% 5% 4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 9% 2E2 Drawing control system 1 3% 5%		Required	1	3%	6%		
availability 4Q12 Completion of all inspections and tests 4Q10 Inspection marking 1 3% 5% 5% 4P7 Identification/control of partially accepted parts 4P6 Familiarity with specifications 4P5 Work instruction revision approval 4P4 Work instructions control manufacturing process 4P2 Work instructions 1 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	5Q1		1	3%	6%		
Inspections and tests 4Q10 Inspection marking 1 3% 5% 4P7 Identification/control of 1 3% 5% 4P6 Familiarity with 1 3% 5% 4P5 Work instruction revision 1 3% 5% 4P4 Work instructions control 1 3% 5% 4P2 Work instructions 1 3% 5% 4P2 Work instructions 1 3% 5% 5P6 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 9% 2E2 Drawing control system 1 3% 5%	4Q6		1	3%	5%		
4P7Identification/control of partially accepted parts13%5%4P6Familiarity with specifications13%5%4P5Work instruction revision approval13%5%4P4Work instructions control manufacturing process13%5%4P2Work instructions prepared13%5%3BE4Software security13%6%3AE5Software security13%9%2E2Drawing control system13%5%	4Q12		1	3%	5%		
4P7Identification/control of partially accepted parts13%5%4P6Familiarity with specifications13%5%4P5Work instruction revision approval13%5%4P4Work instructions control manufacturing process13%5%4P2Work instructions prepared13%5%3BE4Software security13%6%3AE5Software security13%9%2E2Drawing control system13%5%	4Q10	Inspection marking	1	3%	5%		
4P5 Work instruction revision approval 1 3% 5% 4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 9% 2E2 Drawing control system 1 3% 5%		Identification/control of	1	3%	5%		
4P5Work instruction revision approval13%5%4P4Work instructions control manufacturing process13%5%4P2Work instructions prepared13%5%3BE4Software security13%6%3AE5Software security13%9%2E2Drawing control system13%5%	4P6		1	3%	5%		
4P4 Work instructions control manufacturing process 1 3% 5% 4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 9% 2E2 Drawing control system 1 3% 5%	4P5	Work instruction revision	1	3%	5%		
4P2 Work instructions prepared 1 3% 5% 3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 9% 2E2 Drawing control system 1 3% 5%	4P4	Work instructions control	1	3%	5%		
3BE4 Software security 1 3% 6% 3AE5 Software security 1 3% 9% 2E2 Drawing control system 1 3% 5%	4P2	Work instructions	1	3%	5%		
3AE5Software security13%9%2E2Drawing control system13%5%	3BE4	· • •	1	3%	6%		
2E2 Drawing control system 1 3% 5%		i i					
		j.					
	1Q4		11	3%	5%		

Criteria	Description	Number of	Percent of PC	Percent
		Isolated	Isolated	with
		Observations	Observations	Procedures
				in Place
10Q10	Receiving inspection	1	3%	6%
10Q1	Permanent identification	1	3%	6%
	of scrap material			

Table 12. – CFR-Based Observations at PC Facilities

Criteria	Description	Number of CFR-Based Observations	Percent of PC CFR-Based Observations	Percent with Procedures in Place
8C1	Approval of flight test procedures	1	14%	9%
4Q1	Inspection methods and plans	1	14%	5%
2E2	Drawing control system	1	14%	5%
2C1	Minor design change approval	1	14%	6%
15M1	Internal auditing program	1	14%	5%
14C3	Submittal of quality system data changes	1	14%	6%
11Q1	Control of nonconforming products	1	14%	5%

Table 13. – Systemic Findings at PMA Facilities

G	Table 13. – Systemic Findings at PMA Facilities					
Criteria	Description	Number of		Percent with		
		Systemic	Systemic	Procedures		
470.0		Findings	Findings	in Place		
4P9	Completed product/part	11	9%	9%		
	identification					
5Q3	Accord with process	9	8%	12%		
	specifications					
11Q1	Control of	8	7%	7%		
	nonconforming products					
4Q1	Inspection methods and	6	5%	5%		
	plans					
4Q12	Completion of all	5	4%	4%		
	inspections and tests					
2E7	Design/Technical data	5	4%	4%		
	document control					
2C2	Major Design Change	5	4%	5%		
	Approval					
2C1	Records maintained	5	4%	4%		
4M1	Operation within	4	3%	4%		
	production limitations					
10Q1	Initial and periodic	4	3%	4%		
	evaluation of suppliers					
7Q1	Approval/inspection of	3	3%	3%		
	tools & gauges					
7Q2	Instructions for	2	2%	2%		
	acceptance tooling					
5Q2	Required	2	2%	3%		
	qualifications/approvals					
5E1	All special processes in	2	2%	3%		
	use identified					
4Q5	Inspection records	2	2%	2%		
4E1	Accord with FAA-	2	2%	2%		
	approved design data					
12Q5	Identification of age	2	2%	2%		
	control products					
12Q3	Storage of conforming	2	2%	2%		
	parts					
11Q2	Permanent identification	2	2%	2%		
	of scrap material					
10Q5	Flow down of technical	2	2%	2%		
	and quality requirements					
10Q10	Receiving inspection	2	2%	2%		
8E1	Test	1	1%	1%		
	procedures/instructions					
	established					

Criteria	Description	Number of Systemic	Percent of PMA Systemic	Percent with Procedures
		Findings	Findings	in Place
7Q7	Accuracy of inspection & test equipment	1	1%	1%
7Q4	Traceability to	1	1%	1%
	national/international			
	standards			
7Q3	Tool & gauge recall	1	1%	1%
	system			
7Q14	Identification of gauges	1	1%	1%
7Q12	Calibration records	1	1%	1%
7Q11	Control of production	1	1%	2%
	tooling			
6Q6	Training in SPC	1	1%	3%
	techniques			
6Q2	Training in sampling	1	1%	2%
	techniques			
5Q1	Equipment available and	1	1%	2%
	calibrated			
4Q3	Issuance of inspection	1	1%	1%
	stamps			
4Q10	Inspection marking	1	1%	1%
4P4	Work instructions control	1	1%	1%
	manufacturing processes			
4P3	Control of special	1	1%	1%
	processing equipment			
3AE1	Software Configuration	1	1%	3%
	Management Plan			
2E9	Technical data file	1	1%	1%
2E8	Major/minor design	1	1%	1%
	changes			
2E3	Completion of all	1	1%	1%
	inspections and tests			
2E2	Drawing control system	1	1%	1%
1Q6	Record retention	1	1%	1%
	schedule			
1Q5	Tags, forms, etc.	1	1%	1%
	described			
1Q4	Quality Manual	1	1%	1%
1Q1	Quality organization	1	1%	1%
	described			
13Q1	Log books	1	1%	8%
12Q8	Conforming products	1	1%	1%
	packaged and shipped			

Criteria	Description	Number of Systemic Findings	Percent of PMA Systemic Findings	Percent with Procedures in Place
12Q4	Segregation of products in storage	1	1%	1%
12Q2	Special environmental controls	1	1%	1%
12Q1	Prevention of part damage/contamination	1	1%	1%
11Q6	Corrective action required	1	1%	1%
11Q4	Material review board generated	1	1%	1%
11Q3	MRB established and operational	1	1%	1%
10Q8	Verification of raw material	1	1%	1%
10Q6	Quality Assurance review of purchase documents	1	1%	1%

Table 14. – Systemic Observation at PMA Facilities

G ••				Table 14. – Systemic Observation at PMA Facilities					
Criteria	Description	Number of	Percent of	Percent					
		Systemic	PMA Systemic	with					
		Observations	Observations	Procedures					
				in Place					
10Q1	Initial & periodic	8	13%	8%					
	evaluation of suppliers								
10Q2	Use of approved	6	10%	5%					
	suppliers								
2E1	Design change approval	5	8%	5%					
7Q1	Inspection records	3	5%	3%					
4P4	Work instructions control	3	5%	3%					
	manufacturing processes								
11Q3	MRB established and	3	5%	4%					
	operational								
7Q9	Control of special	2	3%	3%					
	processing equipment								
6Q1	Statistical sampling	2	3%	3%					
	inspection plans								
4Q12	Completion of all	2	3%	2%					
	inspections and tests								
4P9	Completed part/product	2	3%	2%					
	identification								
1M5	Policy document review	2	3%	2%					
15M1	Internal auditing program	2	3%	2%					
9Q3	NDI	1	2%	2%					
	procedures/specifications								
	available and used								
7Q7	Accuracy of inspection &	1	2%	1%					
	test equipment	_	_,,	-, ;					
7Q6	Calibration and use in	1	2%	1%					
, (3	acceptable environment	_	_,,	-, 0					
7Q3	Tool & Gauge recall	1	2%	1%					
, 25	system	-	_, ,	1,0					
7Q2	Instructions for	1	2%	1%					
,	acceptance tooling	-	_, ,	1,0					
7Q12	Calibration records	1	2%	1%					
4Q6	Policies/ procedures	1	2%	1%					
	availability	1	2/0	1/0					
4Q3	Issuance of inspection	1	2%	1%					
'\\	stamps	_	2/0	1,0					
4Q1	Inspection methods and	1	2%	1%					
'\'\'	plans	1	2/0	1/0					
4P7	Identification/control of	1	2%	1%					
TI /	partially accepted parts	1	2/0	1/0					
	partially accepted parts								

Criteria	Description	Number of Systemic Observations	Percent of PMA Systemic Observations	Percent with Procedures in Place
4P6	Familiarity with	1	2%	1%
	specifications			
4P1	Change approval	1	2%	1%
3AE1	Software Configuration Management Plan	1	2%	3%
2E8	Major/minor design changes	1	2%	1%
2E4	AD incorporation into design	1	2%	2%
2E3	Completion of all inspections and tests	1	2%	1%
2E2	Drawing approval system	1	2%	1%
1Q6	Record retention schedule	1	2%	1%
1Q5	Tags, forms, etc. described	1	2%	1%
1Q4	Quality Manual	1	2%	1%
15M2	Feedback to higher-level management	1	2%	1%
10Q10	Receiving inspection	1	2%	1%

Table 15. – Isolated Observation at PMA Facilities

Table 15. – Isolated Observation at PMA Facilities				
Criteria	Description	Number of Isolated	Percent of PMA Isolated	Percent with
		Observations	Observations	Procedures in Place
7Q14	Identification of gauges	3	5%	3%
4P9	Completed part/product identification	3	5%	3%
15M2	Feedback to higher-level management	3	5%	3%
10Q2	Use of approved suppliers	3	5%	3%
10Q1	Initial & periodic evaluation of suppliers	3	5%	3%
8E2	Control of test procedure/instruction change	2	3%	3%
7Q4	Traceability to national/international standards	2	3%	2%
7Q16	Inaccurate tools and gauges identified	2	3%	2%
7Q11	Control of production tooling	2	3%	3%
7Q1	Approval/inspection of tools and gauges	2	3%	2%
4Q9	Traceability to raw material	2	3%	2%
4Q1	Inspection method and plans	2	3%	2%
4P2	Work instructions prepared	2	3%	2%
13E1	AD incorporation	2	3%	3%
11Q4	Material review record generated	2	3%	2%
11Q2	Permanent identification of scrap material	2	3%	2%
11Q1	Control of nonconforming products	2	3%	2%
10Q10	Receiving inspection	2	3%	2%
9Q9	Records of compliance	1	2%	2%
9Q4	Tanks and solutions checked	1	2%	2%
7Q9	Control of special processing equipment	1	2%	2%
7Q3	Tool & Gauge recall system	1	2%	1%

Criteria	Description	Number of Isolated Observations	Percent of PMA Isolated Observations	Percent with Procedures in Place
7Q15	Care of tool and gauges	1	2%	1%
4Q5	Inspection records	1	2%	1%
4P4	Work instructions control manufacturing processes	1	2%	1%
4P3	Work instructions reflect tech data	1	2%	1%
4P1	Change approval	1	2%	1%
4E1	Accord with FAA-approved design data	1	2%	1%
2E7	Design/Technical data document control	1	2%	1%
2E2	Drawing approval system	1	2%	1%
2E1	Design change approval	1	2%	1%
2C4	Data submittal for TSO minor design change approval	1	2%	33%
2C1	Minor design change approval	1	2%	1%
1Q4	Quality Manual	1	2%	1%
1M6	Policy/procedures availability	1	2%	1%
1M4	FAA designee authority	1	2%	2%
14C4	Relocation of manufacturing facility	1	2%	1%
12Q5	Identification of age control products	1	2%	1%
12Q4	Segregation of products in storage	1	2%	1%
12Q3	Storage of conforming parts	1	2%	1%
11Q7	Corrective action monitored	1	2%	1%

Table 16. – CFR-Based Observations at PMA Facilities

Criteria	Description	Number of	Percent of	Percent
		CFR-Based	PMA CFR-	with
		Observations	Based	Procedures
			Observations	in Place
2E8	Major/minor design	2	18%	2%
	changes			
10Q8	Verification of raw	2	18%	2%
	material			
6Q1	Statistical sampling	1	9%	2%
	inspection plans			
5Q3	Accord with process	1	9%	1%
	specifications			
4P9	Completed product/part	1	9%	1%
	identification			
4E1	Accord with FAA-	1	9%	1%
	approved design data			
2E1	Design change approval	1	9%	1%
12Q6	Incorporation of design	1	9%	1%
	changes			
11C1	Major changes approved	1	9%	1%